



CLARK COUNTY BUILDING DEPARTMENT

Engineering Plans Review Service Goals

August 2013



TIMELINESS

| TYPE OF PROJECT | Queue Time Goal (Cal. Days) | # Plan Reviews Performed | No Plans Exceeding Time Frame | % Exceeding Time Frame | %Goal Achieved | Target Goal % | + or - % of Goal |
|---|-----------------------------|--------------------------|-------------------------------|------------------------|----------------|---------------|------------------|
| Complex Commercial (SPP) | 42 | 0 | 0 | 0.0% | 100.0% | 90% | 10.0% |
| Commercial (> \$300,000) (COM) | 21 | 47 | 0 | 0.0% | 100.0% | 90% | 10.0% |
| Minor Commercial (< \$300,000) (CMSh) | 14 | 118 | 0 | 0.0% | 100.0% | 90% | 10.0% |
| Commercial Over-the-Counter (T.I.'s) (COTC) | 1 | 44 | 0 | 0.0% | 100.0% | 90% | 10.0% |
| Residential Standard Plans (STPL) | 14 | 12 | 0 | 0.0% | 100.0% | 90% | 10.0% |
| Custom Residence (RES) | 14 | 22 | 0 | 0.0% | 100.0% | 90% | 10.0% |
| Minor Residential Additions/Alterations (RSH) | 14 | 46 | 0 | 0.0% | 100.0% | 90% | 10.0% |
| Residential Over-the-Counter (ROTC) | 1 | 65 | 0 | 0.0% | 100.0% | 90% | 10.0% |
| Plan Revisions | 10 | 219 | 0 | 0.0% | 100.0% | 90% | 10.0% |

PRODUCTIVITY

| TYPE OF PROJECT | # Plan Reviews | | Total | Plan Review Hours Req. | | Total Review Hrs Required |
|---|----------------|--------------|-------|----------------------------|----------------|---------------------------|
| | New | Revision | | New | Revision | |
| Complex Commercial (SPP) | 0 | 57 | 57 | 0 | 448 | 448.0 |
| Commercial (> \$300,000) (COM) | 47 | 65 | 112 | 336 | 260 | 596.0 |
| Minor Commercial (< \$300,000) (CMSh) | 118 | 24 | 142 | 290 | 24 | 314.0 |
| Commercial Over-the-Counter (T.I.'s) (COTC) | 44 | 4 | 48 | 10.833 | 0.833 | 11.7 |
| Residential Standard Plans (STPL) | 12 | 40 | 52 | 112 | 80 | 192.0 |
| Custom Residence (RES) | 22 | 13 | 35 | 120 | 28 | 148.0 |
| Minor Residential Additions/Alterations (RSH) | 46 | 13 | 59 | 118 | 13 | 131.0 |
| Residential Over-the-Counter (ROTC) | 65 | 3 | 68 | 15.916 | 0.75 | 16.7 |
| Customer (Q-Matic) | 637 | | | 159.3 | | 159.3 |
| TOTAL | 354 | 219 | 573 | 1003 | 855 | 2016.6 |
| Total Building Plan Review Staff: | 8 | | | | | |
| Total Review Credit Hrs: | 2016.6 | Hours | | Total Hours Worked: | 1034.00 | Hours |
| # Reviews per FTE: | 252.1 | | | Efficiency: | 195.0% | |

ACCURACY

| TYPE OF PLAN REVIEW | Score Goal (pts) | # QC Reviews Performed | # QC Goal Not Met | % # QC Goal Not Met | %Goal Achieved | Target Goal % | + or - % of Goal |
|---------------------|------------------|------------------------|-------------------|---------------------|----------------|---------------|------------------|
| Structural/Grading | 85% | 2 | 0 | 0.0% | 100.0% | 85.0% | 15.0% |
| TOTAL | | 2 | 0 | 0.0% | 100.0% | 85.0% | 15.0% |

CUSTOMER SERVICE

| SURVEY TOPIC | Goal (Positive) | Number of Surveys | Results | + or - % of Goal |
|-------------------------------------|-----------------|-------------------|---------|------------------|
| Timeliness of Service | 80% | n/a | n/a | n/a |
| Courteous/Helpful Staff | 80% | n/a | n/a | n/a |
| Staff Competency in Handling Issues | 80% | n/a | n/a | n/a |
| Staff Professionalism | 80% | n/a | n/a | n/a |
| Customers Treated Fairly/Equitably | 80% | n/a | n/a | n/a |
| Customer Issues Handled Thoroughly | 80% | n/a | n/a | n/a |
| Customer's Overall Rating | 80% | n/a | n/a | n/a |